

# Statewide Fingerprint Imaging System (SFIS)

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## County Installations Near Completion

The SFIS/EDS Installation Team is happy to announce that 51 of the 58 counties within the State of California now have the Statewide Fingerprint Imaging System installed.

The SFIS team wishes to thank the counties for their help, cooperation and understanding during this statewide effort. They were always met with enthusiasm and support by County staff. The Team encountered snow, rain, hail, dust and some beautiful spring weather during the installs. But like the U.S. Postman, they made it through all those difficulties to your counties. The three

install teams covered several thousand (almost accident-free) miles in completing the 250 plus sites. They are also happy to report no injuries other than the sprained ankle of an installer during the Calaveras County installation (he is now recovered and is working on the SFIS Help Desk).



## SFIS Help Desk Q and A

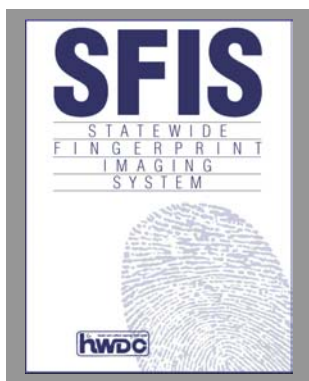
- Q. What if I immediately want to retake a photo of my client?  
A. *The procedure to retake a photo of a client is in the Training Manual. Before you transmit, click on the photo tab and select Capture. It should let you take the photo again.*
- Q. How do I add Level E users?  
A. *All Level E user requests must go through the State System Administrator.*
- Q. Why did I continuously get a busy signal when calling the Help Desk?  
A. *Initially, EDS had difficulties with their distribution system. EDS has taken care of the problem. If you have trouble contacting the Help Desk, please call the SFIS Office at (916) 454-7266.*
- Q. Why is my photo image on my screen in black and white?  
A. *If the cable between the camera and the workstation is loose, then the photo will appear on your screen in black and white.*
- Q. Why should we call the Help Desk to move our workstations?  
A. *The Project would prefer that counties not move their SFIS workstations for liability reasons.*
- Q. When my screen is frozen, and I try to log back in later, the system has an error message that states "duplicate operator ID, already logged on". What do I do?  
A. *Call the Help Desk, and they will reset your workstation. This will allow the Help Desk to monitor any problems with the workstations.*

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## Training Completed in 20 Counties

As of May 1, 2000, 20 counties have completed all of their SFIS training. We started training Phase III County Coordinators and Fraud Investigators at the HHSDC training facility in April and will complete this phase by the end of May. Two of our Phase I County Coordinators, Pam Goza from Merced and Myra Leber from Colusa, have been assisting with SFIS training for Phase II and III Coordinators. Pam and Myra have been especially helpful in answering questions about their SFIS implementations, county procedures and lessons learned.



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## Frequently Asked Training Questions

- *When will training materials be available to the counties?*

Electronic, diskette, CD or hard copies of training materials are mailed to all County Coordinators after their training. These materials include the SFIS PowerPoint overview, training exercises and demonstrations, and Fingerprint classifications and minutiae PowerPoint presentation. After Phase III is completed, the stand alone version of SFIS along with revised training materials will be loaded on all SFIS workstations with the exception of the portable workstation.

- *How will the user guides that we receive in training be updated?*

The user guides received in training will be updated after the completion of Phase III training. All County Coordinators will be given a loose-leaf binder with the latest version of the guides during their County's Quarterly Training. Subsequent modifications will be distributed to reflect changes to SFIS functionality and operating procedures.

- *When will our Quarterly Refresher Training begin?*

The quarterly refresher training will start with the completion of Phase III, which is scheduled to finish the end of June 2000. Quarterly refresher training is provided for up to one year following a county's SFIS implementation and starts approximately 90 days from the County's "go-live" date. The purpose of the quarterly refresher training is to observe SFIS operators using the system and provide training clarification when necessary and to answer questions. County Coordinators will be notified 30 days prior to their scheduled training dates.

- *What is replacement training?*

Replacement training is for those individuals taking over the position of SFIS Workstation Operator or backup operator when the person originally trained no longer has that responsibility. EDS trainers will team with County-certified SFIS trainers to present the same workshops modified for any system enhancements, for these individuals. Requests for Replacement Training should be made to the State.

Any questions regarding the newsletter, contact

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## Fraud Training Guest Speaker

Another asset to our training team is our guest speaker for the fraud workshops, Clarence Phillips, a nationally recognized expert in fingerprint identification.

Clarence has more than 44 years experience in fingerprint work, including 38 years with the FBI's Identification and Laboratory Divisions. At the time of his retirement from the FBI in 1994, he was a Supervisory Fingerprint Specialist Instructor in Forensic Science Research and Training Center at the FBI Academy.

Since his FBI retirement, Printrak International Inc. has employed Clarence as a latent fingerprint specialist. He has testified as a fingerprint expert in federal and state courts throughout the United States and territories. In addition, he developed and conducted training programs and lectures for the international criminal justice community. He is also the past president of the International Association for Identification (IAI).



Clarence Phillips, nationally recognized expert in fingerprint identification

